

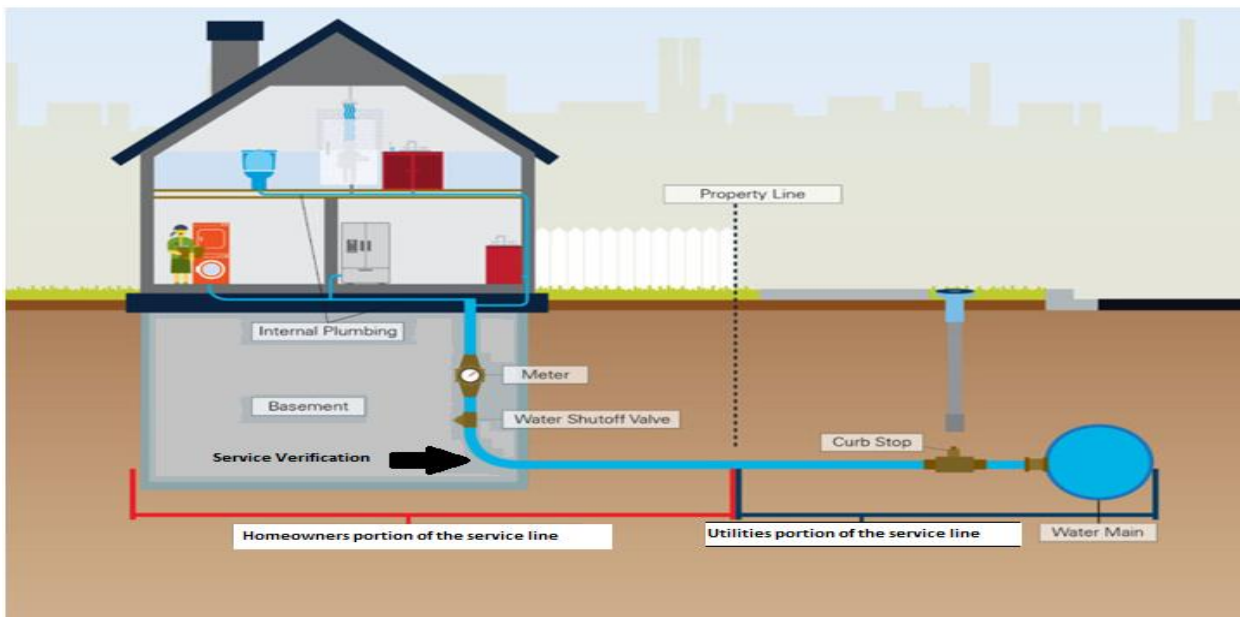
# Water Service Verification

## Appointment Expectations

Water service lines can be made of lead, copper, galvanized steel, or plastic. Without excavating the service line to expose the pipe, Menasha Utilities employees can determine the pipe material by locating the pipe that connects the water meter to the water main (usually in the basement). Once the pipe is located, employees will conduct a scratch test and find out if the pipe is magnetic to determine the service line material. Images of the different service line materials are shown below.

## Reminders

- All Menasha Utility employees have photo identification. Please request to see credentials if they are not visible.
- Someone 18 years or older must be present for the entire appointment.
- Please secure and maintain control of pets.
- Menasha Utility employees will need a safe and clear path to access the water meter.



- Bronze to brown in color
- Not magnetic
- When scratched the pipe will shine like a penny



- Blue or black
- Not magnetic
- When scratched the pipe does not change



- Dull gray color
- Magnetic
- Very hard when scratched



- Dull gray color
- Not magnetic
- Soft and shiny silver when scratched

